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CONFIRMATION NO. 3736

<b>SERIAL NUMBER</b> 10/736,296	<b>FILING OR 371(c) DATE</b> 12/15/2003 <b>RULE</b>	<b>CLASS</b> 704	<b>GROUP ART UNIT</b> 2626	<b>ATTORNEY DOCKET NO.</b> 130332.00044	
<b>APPLICANTS</b> Robert R. Bushey, Cedar Park, TX; John M. Martin, Austin, TX; Benjamin A. Knott, Round Rock, TX;					
<b>** CONTINUING DATA *****</b> None SN					
<b>** FOREIGN APPLICATIONS *****</b> None SN					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 03/23/2004</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <i>Samuel G. Newkay</i> SN Examiner's Signature Initials		<b>STATE OR COUNTRY</b> TX	<b>SHEETS DRAWING</b> 5	<b>TOTAL CLAIMS</b> 22	<b>INDEPENDENT CLAIMS</b> 4
<b>ADDRESS</b> 67942					
<b>TITLE</b> System, method and software for a speech-enabled call routing application using an action-object matrix					
<b>FILING FEE RECEIVED</b> 892	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		